June 2008 Version 4.0



# **Companion Guide**

Outbound 834 Benefit Enrollment and Maintenance For ASC X12N 834

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## 1.0 Introduction

### 1.1 What Is HIPAA?

The Health Insurance Portability and Accountability Act of 1996 – Administrative Simplification (HIPAA-AS) – requires that MassHealth, and all other health-insurance payers in the United States, comply with the electronic data interchange (EDI) standards for health care as established by the Secretary of Health and Human Services (HHS). HHS has adopted an Implementation Guide for each standard transaction. The ASC X12N 834 (004010X095A1) transaction is the established standard for benefit enrollment and maintenance.

## 1.2 Purpose of the Implementation Guide

The Implementation Guide for the 834 benefit enrollment and maintenance transaction specifies in detail the required formats. It contains requirements for the use of specific segments and specific data elements within the segments, and was written for all health care providers and other submitters. It is critical that your software vendor or IT staff review this document carefully and follow its requirements to receive HIPAA-compliant files from MassHealth.

## 1.3 How to Obtain Copies of the Implementation Guides

The Implementation Guides for X12N 834 Version 4010A1 and all other HIPAA standard transactions are available electronically at www.wpc-edi.com/HIPAA.

# 1.4 Purpose of This Companion Guide

The 834 Companion Guide was created for MassHealth trading partners to supplement the 834 Implementation Guide. It describes the data content, business rules, and characteristics of the 834 transaction that is created by MassHealth.

### 1.5 Intended Audience

The intended audience for this document is MassHealth managed care providers who receive enrollment information from MassHealth.

# 2.0 Establishing Connectivity with MassHealth

All MassHealth trading partners must sign a Trading Partner Agreement (TPA). If you have elected to have a third party perform electronic transactions on your behalf you may be requested to complete a trading partner profile (TPP) form as well. Note that TPP information may be given over the telephone or the Provider Online Service Center in lieu of completing a paper form. If you have already completed these forms, you do not have to complete them again. Please contact MassHealth Customer Service at 1-800-841-2900 (see Section 2.5 - Support Contact Information) if you have any questions about these forms.

# 2.1 Setup

MassHealth trading partners should submit HIPAA 834 Outbound transactions to MassHealth via the Provider Online Service Center, or system-to-system using our Healthcare Transaction

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Service (HTS) process. Trading partners must contact MassHealth Customer Service at 1-800-841-2900 with questions about these options and to obtain a copy of the HTS guide.

After establishing a transmission method, each trading partner must successfully complete testing. Information on this phase is provided in the next section of this companion guide (see <u>Section 2.2 - Trading Partner Testing</u>). After successful completion of testing, 834 (Outbound) transactions may be submitted for production processing.

## 2.2 Trading Partner Testing

Before receiving production 834 transactions, each trading partner should be tested. All trading partners who plan to receive 834 transactions must contact MassHealth Customer Service at 1-800-841-2900 (see Section 2.5 - Support Contact Information) in advance to discuss the testing process, criteria, and schedule. Trading partner testing includes HIPAA compliance testing as well as validating the use of conditional, optional, and mutually defined components of the transaction.

### 2.3 General Information for Member Name

The member name segment accepts and returns 30 characters as required in the Implementation Guide. However, If a value is submitted on a transaction that is greater than what is stored in the NewMMIS member database, on the return transaction the following would occur:(a) if a match is found on the database, the value stored on the database table is returned; (c) if no match is found on the database, the value stored on the original incoming transaction will be returned.

#### **Example**

A provider submits an eligibility verification check (270) with a name that is 22 characters long, but the database currently stores only 20 of those characters. On the return transaction (271), the provider will receive only the first 20 characters of the name submitted, if a match is found on the database. If for some reason, the member name submitted is not a MassHealth member, and is not stored on the database (no match found), on the return transaction (271) the name would be returned exactly as it was originally submitted.

# 2.4 Technical Requirements

Before submitting production 834 transactions to MassHealth, each trading partner must be tested. All trading partners who plan to submit 834 transactions must contact MassHealth Customer Service at 1-800-841-2900 (see Section 2.5 - Support Contact Information).

MassHealth endorses the ASC recommendation that trading partners limit the size of the transaction (ST-SE envelope) to a maximum of 16 MB. There is no recommended limit to the number of ST-SE transactions within a GS-GE or ISA-IEA.

The following conditions must be addressed in one or more test files.

• The outbound daily 834 file will be named <u>99999999A.834D.WEB.HHMMSSSS.312</u> - 99999999A is the nine-digit provider number and one alpha-character service location. In 834D, D represents the daily file, HHMMSSSS represents hours, minutes, seconds, and subseconds; 312 represents the Julian date the file was created.

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- The outbound monthly ("audit") 834 will be named 99999999A.834M.WEB.HHMMSSSS.312 - 999999999A is the nine-digit provider number and one alpha-character service location. In 834M, M represents the monthly file; HHMMSSSS represents hours, minutes, seconds, and subseconds; 312 represents the Julian date the file was created.
- The member fix file 834 (History request/responses) will be named 99999999A.834W.WEB.HHMMSSSS.312 - the 999999999A is the nine-digit provider number and one alpha-character service location. In 834W, W represents the weekly (history response) file; HHMMSSSS represents hours, minutes, seconds, and subseconds; 312 represents the Julian date the file was created.
- The daily 834 is created each weekday, Monday through Friday (holidays are not excluded), for MCOs and Behavioral Health, SCO, and PACE trading partners. The monthly 834 is available on the first calendar day of the month (holidays are not excluded) for all trading partners.
- 834 transactions adhere to the ASC X12N 834 (004010X095A1) format. The file is fixed-length ASCII and contains no real numbers.
- One 834 transaction has been created for each member. There are no dependents in any case.
- Many optional fields contain no data. These fields have been populated with spaces or zeros.
- All code values are in compliance with the HIPAA-compliant code sets unless otherwise stated in field-specific notes below. Local codes may be used where HIPAA code sets are unavailable.

# **2.45 Support Contact Information**

For questions regarding any issues in this companion guide, providers may contact MassHealth Customer Service by mail, phone, fax, or email.

MassHealth Customer Service P.O. Box 9118 Hingham, MA 02043

E-mail: <u>hipaasupport@mahealth.net</u>

Phone: 1-800-841-2900 Fax: 617-988-8971

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# 3.0 Detail Data

MassHealth recommends that special attention be paid to the following segments as they have already generated questions.

Loop	Segmo	ent	Element Name	Companion Inf	formation
	ISA	05	Interchange Sender ID Qualifier	Code	Definition
				"ZZ"	Mutually defined
	ISA	06	Interchange Sender ID	"DMA7384"	
	ISA	07	Interchange ID Qualifier	Code	Definition
				"ZZ"	Mutually defined
	ISA	80	Interchange Receiver ID		MassHealth provider number and character service location code
	GS	02	Application Sender's Code	"DMA7384"	
	GS	03	Application Receiver's Code		MassHealth provider number and character service location code
	BGN	01	Transaction Set Purpose Code	Code	Definition
				00	Original
				<u>15</u>	Resubmission
				22	Information copy
	BGN	80	Action Code	Code	<u>Definition</u>
				2	Change/Update
	DTP	03	Date Time Period	Current date	
1000A	N1	01	Entity ID Code	P5 plan sponso	or
1000A	N1	02	Plan Sponsor Name	"MassHealth"	
1000A	N1	03	ID Code Qualifier	Code	Definition
				"ZZ"	Mutually defined
1000A	N1	04	ID Code	"DMA7384"	
1000B	N1	01	Entity ID Code	Code	Definition
				"IN"	Insurer
1000B	N1	02	Insurer Name	" " – Blank	
1000B	N1	03	ID Code Qualifier	Code	Definition
				"FI"	Federal tax ID number

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Loop	Segme	nt	Element Name	Companion Informa	tion
1000B	N1	04	ID Code	"31-1658892"	
2000	INS	01	Yes/No Condition or Response Code	Always reported as a at the member level	"Y," as all data is reported
2000	INS	02	Individual Relationship Code	Code	Definition
				18	Self
2000	INS	03	Maintenance Type Code	Code	Definition
				001	Change to existing record
				021	Addition
				024	Cancellation or termination
				025	Reinstatement
				030	Reconciliation file used for full replace files
2000	INS	04	Maintenance Reason Code	Code	Definition
				AI	No reason given
				The MassHealth dise	enrollment reason code is op in REF02.
2000	INS	05	Benefit Status Code	Code	Definition
				A	Active
2000	INS	80	Employment Status Code	Code	Definition
				FT	Full time
				TE	Terminated
2000	INS	10	Handicap Indicator	Y – Yes	
				N – No	
2000	INS	12	Date of Death	Member's Date of De	ath
2000	REF	01	Reference Identification Qualifier	Code	Definition
				0F	Subscriber number
				1L	Group or policy number
				17	Client reporting category
				3H	Case number
				DX	Agency number
				ZZ	Mutually defined
2000	REF	02	Reference Identification	Code	Definition

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Loop	Segme	ent	Element Name	Companion Informa	tion
				0F	Member's Medicaid ID
					number
				1L	Member's benefit plan
				17 3H	Member's aid category Member's case ID
				DX	Composite of LWO, user
					ID, and other agency affiliations*
				ZZ	Composite of disenrollment reason (2 char), pregnancy indicator (1 char), ethnicity code (6 char), and MC special condition (3 char)
2000	DTP	01	Date/Time Qualifier	Code	Definition
2000	וטור	01	Date/Time Qualifier		
				356	Initial enrollment
2000	DTP	03	Date Time Period	Member managed ca managed care enroll	are enroll date, if there is a date
2100A	NM1	01	Entity ID Code	Code	Definition
				IL	Insured or subscriber
2100A	NM1	02	Entity Type Qualifier	Code	Definition
				1	Person
2100A	NM1	03	Last Name	Member's last name	
2100A	NM1	04	First Name	Member's first name	
2100A	NM1	05	Middle Name	Member's middle initi	al
2100A	PER	01	Contact Function Code	Code	Definition
				IP	Insured party
2100A	PER	03	Communication Number Qualifier	Code	Definition
				IP	Insured party
2100A	PER	04	Communication Number	Member's telephone	number
2100A	N3	01	Address Information	Member's address line 1	
2100A	N3	02	Address Information	Member's address lin	e 2
2100A	N4	01	City Name	Member's city	
2100A	N4	02	State Code	Member's state	

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Loop	Segme	nt	Element Name	Companion Informa	tion
2100A	N4	03	Zip Code	Member's zip code	
2100A	N4	05	Location Qualifier	Code	Definition
				CY	County/Parish
2100A	N4	06	Location Identifier	Member's two-charac	cter county code**
2100A	DMG	02	Date Time Period	Member's date of birt	h (DOB)
2100A	DMG	03	Gender Code	Member's gender	
2100A	DMG	05	Race Code	Member's race – HIP	AA format
2100A	AMT	01	Amount Qualifier Code	Code	Definition
				C1	Copayment amount
2100A	AMT	02	Co-Pay Amount	Member's copaymen	t amount balance (Paid)
2100A	LUI	02	Language Code	Member's spoken lan	guage – ISO 639-2 code
2100A	LUI	03	Language Description	Member's written lan	guage – ISO 639-2 code
2100B	NM1	01	Entity ID Code	Code	Definition
				70	Prior incorrect insured
2100B	NM1	02	Entity Type Qualifier	Code	Definition
				1	Person
2100B	NM1	03	Prior Incorrect Last Name	Member's prior last name	
2100B	NM1	04	Prior Incorrect First Name	Member's prior first n	ame
2100B	NM1	05	Prior Incorrect Middle Initial	Member's prior middl	e initial
2100B	NM1	80	ID Code Qualifier	Code	Definition
				34	Social security number (SSN)
2100B	NM1	09	ID Code	Member's prior SSN	
2100B	DMG	02	Prior Incorrect Birth date	Member's prior DOB	
2100B	DMG	03	Prior Incorrect Gender Code	Member's prior gende	er
2100G	NM1	01	Entity ID Code	Code	Definition
				QD	Responsible party
2100G	NM1	02	Entity Type Qualifier	Code	Definition
				1	Person
2100G	NM1	03	Last Name	Member's last name	
2100G	NM1	04	First Name	Member's first name	
2100G	NM1	05	Middle Initial	Member's middle initi	al

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Loop	Segme	nt	Element Name	Companion I	nformation
2100G	PER	04	Communication Number	Member's pho	ne number
2100G	N3	01	Address Information	Member's address line 1	
2100G	N3	02	Address Information	Member's address line 2	
2300	HD	01	Maintenance Type Code	Code	Definition
				001	Change
				002	Deletion
				021	Addition
				024	Cancellation or termination
				025	Reinstatement
				030	Audit or comparison (for reconciliation files only)
2300	HD	03	Insurance Line Code	Code	Definition
				НМО	Health maintenance organization
				AK	Mental health
2300	HD	04	Plan Coverage Description	Member's rate	e cell
2300	DTP	01	Date Time Qualifier	Code	Definition
				348	Benefits begin
				349	Benefits end
2300	DTP	03	Coverage Period	Begin date ar	nd end date.
				If end date is	not known only begin date is sent.
2310	NM1	01	Entity ID Code	Code	Definition
				P3	Primary care provider – PCP
2310	NM1	02	Entity Type Qualifier	Code	Definition
				1	Person (PCP)
				2	Non-person entity (group provider)
2310	NM1	03	Name Last	if enrollment i	member's PCP within the MCO or, s the result of a PCC conversion, ast name or organization name
2310	NM1	04	Name First		esult of a PCC conversion, this is name if NM102 =1.
2310	NM1	05	Name Middle		esult of a PCC conversion, this is le name if NM102 =1.

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Loop	Segm	ent	Element Name	Companion	Information
2310	NM1	08	Identification Code Qualifier	Code	Definition
				XX	National provider ID
				SV	Provider ID/service location
2310	NM1	09	Identification Code	MBHP this w	nis will be NPI of the PCP. For will be the provider ID and service member's PCC.
2310	NM1	//1 10 Entity Relationship Code	If this is the r	result of a PCC conversion:	
				Code	Definition
				25 72	Reestablished patient Unknown
2320	СОВ	01	Payer Responsibility Sequence	Code	Definition
			Number Code	U	Unknown
2320	СОВ	02	Reference Identification	MMIS TPL p	olicy number
2320	СОВ	03	Coordination of Benefits Code	Code	Definition
				1	Coordination of benefits
2320	REF	01	Reference ID Qualifier	Code	Definition
				6P	Group number
2320	REF	02	Reference Identification	Group numb	er
				If group number is not known, REF01 and REF02 will not be sent.	
2320	N1	01	Entity Identifier Code	Code	Definition
				IN	Insurer
2320	N1	02	Name	MMIS TPL c	arrier name
2320	N1	03	ID Code Qualifier	Code	Definition
				NI	National Association of Insurance Commissioners (NAIC) ID
2320	N1	04	ID Code	TPL carrier of	code
2320	DTP	01	Date Time Qualifier	Code	Definition
				344	COB begin
				345	COB end
2320	DTP	03	Date Time Period	Begin date a	and end date.  In not known only begin date is sent.

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## 4.0 Version Table

Version	Date	Section/Pages	Description
1.01	11/13/03		Document created
2.0	09/01/04	Section 2.0, Headers/Footers	Production version issued
2.1	06/22/05	Contact information updated	Production version issued
2.2	08/01/05	Sections 2.0, 2.1, 3.0 and Appendix A updated to reflect Secure File Delivery Application (SFDA) and contact information.	Production version issued
2.3	02/02/06	Section 1.0 was slightly reworded. Updates made to Section 2.0 to reflect customer web portal delivery and contract information. Update made to Section 3.0 to add Loop 2320 and coordination of benefits. The links in Appendix A, under Centers for Medicare and Medicaid Services (CMS), have been updated.	Production version issued
3.0	03/08	Entire document	Significant revisions throughout guide to reflect NewMMIS requirements
4.0	06/08	Entire document	Additional revisions throughout guide to reflect NewMMIS requirements, based on feedback from Version 3.0

<sup>\*</sup> Loop 2000, REF02, DX – Agency Affiliations: DSS – Dept. of Social Services, DYS- Dept. of Youth Services, DMH – Department of Mental Health, MCB – Mass. Commission for the Blind, DTA – Dept. of Transitional Assistance, SSA – Social Security Administration, PAC - PACES, MHO - MassHealth

<sup>\*\*</sup> Loop 2100A, N406, County Codes:

County Code	County Name
00	Cnty Unknown
01	Barnstable
02	Berkshire
03	Bristol
04	Dukes
05	Essex
06	Franklin
07	Hampden
08	Hampshire

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County Code	<b>County Name</b>
09	Middlesex
10	Nantucket
11	Norfolk
12	Plymouth
13	Suffolk
14	Worcester

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# **Appendix A: Links to Online HIPAA Resources**

The following is a list of online resources that may be helpful.

### **Accredited Standards Committee (ASC X12)**

 ASC X12 develops and maintains standards for inter-industry electronic interchange of business transactions. www.x12.org

### **American Hospital Association Central Office on ICD-9-CM (AHA)**

 This site is a resource for the International Classification of Diseases, Ninth Revision, Clinical Modification (ICD-9-CM) codes, used in medical transcription and billing, and for Level I HCPCS. www.ahacentraloffice.org

### **American Medical Association (AMA)**

• This site is a resource for the Current Procedural Terminology 4th Edition codes (CPT-4). The AMA copyrights the CPT codes. <a href="https://www.ama-assn.org">www.ama-assn.org</a>

### **Association for Electronic Health-care Transactions (AFEHCT)**

 AFEHCT is a health-care association dedicated to promoting the interchange of electronic health-care information. <a href="https://www.afehct.org">www.afehct.org</a>

## **Centers for Medicare and Medicaid Services (CMS)**

- CMS, formerly known as HCFA, is the unit within HHS that administers the Medicare and Medicaid programs. CMS provides the Electronic Healthcare Transactions and Code Sets Model Compliance Plan at www.cms.hhs.gov/default.asp?fromhcfadotgov=true.
- This site is the resource for information related to the Healthcare Common Procedure Coding System (HCPCS). <a href="https://www.cms.hhs.gov/MedHCPCSGenInfo/">www.cms.hhs.gov/MedHCPCSGenInfo/</a>

### **Designated Standard Maintenance Organizations (DSMO)**

• This site is a resource for information about the standard setting organizations, and transaction change request system. www.hipaa-dsmo.org

#### **Health Level Seven (HL7)**

• HL7 is one of several ANSI accredited Standards Development Organizations (SDO), and is responsible for clinical and administrative data standards. <a href="www.hl7.org">www.hl7.org</a>

#### MassHealth

• This site assists providers with HIPAA, MassHealth billing and policy questions, as well as provider enrollment. www.mass.gov/masshealth.

### **National Council of Prescription Drug Programs (NCPDP)**

The NCPDP is the standards and codes development organization for pharmacy.
 www.ncpdp.org

### **National Uniform Billing Committee (NUBC)**

 NUBC is affiliated with the American Hospital Association, and develops standards for institutional claims. <a href="https://www.nubc.org">www.nubc.org</a>

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### **National Uniform Claim Committee (NUCC)**

 NUCC is affiliated with the American Medical Association. It develops and maintains a standardized data set for use by the non-institutional health-care organizations to transmit claims and encounter information. NUCC maintains the national provider taxonomy. <a href="https://www.nucc.org">www.nucc.org</a>

### Office for Civil Rights (OCR)

• OCR is the office within the Department of Health and Human Services responsible for enforcing the Privacy Rule under HIPAA. <a href="https://www.hhs.gov/ocr/hipaa/">www.hhs.gov/ocr/hipaa/</a>

### **United States Department of Health and Human Services (DHHS)**

• This site is a resource for the Notice of Proposed Rule Making, rules and other information about HIPAA. www.aspe.hhs.gov/admnsimp/

## **Washington Publishing Company (WPC)**

WPC is a resource for HIPAA-required transaction implementation guides and code sets.
 www.wpc-edi.com/HIPAA

## **Workgroup for Electronic Data Interchange (WEDI)**

 WEDI is a workgroup dedicated to improving health-care through electronic commerce, which includes the Strategic National Implementation Process (SNIP) for complying with the administrative-simplification provisions of HIPAA. <a href="https://www.wedi.org">www.wedi.org</a>